

**Parks & Rec - Lava Hot Springs**  
**Lava Hot Springs**

**Description:**

The Lava Hot Springs Foundation operates and maintains the state property, hot springs resort, swimming complex and related facilities to afford recreational enjoyment to the citizens of the State of Idaho and its guests and visitors.

**Major Functions and Targeted Performance Standard(s) for Each Function:**

1. Improve structural facilities.

A. Percentage of customers rating quality of facilities > average.

Actual Results			
1997	1998	1999	2000
83%	90%	90%	90%
Projected Results			
2001	2002	2003	2004
90%	90%	90%	90%

B. 20% of repairs or replacements toward renovations made per year.

Actual Results			
1997	1998	1999	2000
13%	13%	20%	30%
Projected Results			
2001	2002	2003	2004
20%	20%	20%	20%

2. Effective communication/coordination with community.

A. Number of press releases/ads.

Actual Results			
1997	1998	1999	2000
20	15	20	25
Projected Results			
2001	2002	2003	2004
25	25	25	25

B. Number of meetings attended by staff and board.

Actual Results			
1997	1998	1999	2000
		4	25
Projected Results			
2001	2002	2003	2004
25	25	25	25

3. Effective administration and management.

A. Employee participation rate.

Actual Results			
1997	1998	1999	2000
45%	55%	70%	78%
Projected Results			
2001	2002	2003	2004
100%	100%	100%	100%

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B. Reduction in employee and customer incidents.

Actual Results			
1997	1998	1999	2000
53%	40%	31%	
Projected Results			
2001	2002	2003	2004
20%	20%	20%	20%

#### Program Results and Effect:

The ultimate goal of the program is to provide an affordable recreational opportunity to visitors and tourists to southeastern Idaho. The State hot pools are considered to be the finest in the west and the Olympic Swimming complex is one of a kind facility in the intermountain west. The Foundation's challenge is to maintain the facilities and make improvements to ensure that the facilities will be here and enjoyed for many years to come. The Strategic Plan is intended to assist the staff and Board of Directors when faced with alternatives in the program brought on by changes in receipts which fund our programs.

For more information contact Mark Lowe at 776-5221.